

E-01345A-10-0394

E-01345A-12-0290

E-01933A-12-0296

E-04204A-12-0297

ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM



Investigator: Scott Friedson

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109837

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Roland

Varin

Account Name: Roland Varin

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85730

is: Cellular

Utility Company. Tucson Electric Power Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

04/01/2013

*****ELECTRIC*****E-01345A-10-0394, E-01345A-12-0290, E-01933A-12-0296, E-04204A-12-0297*****OPPOSED*****

To: ACC-Utilities
1200 W. Washington St.
Phoenix, AZ. 85007

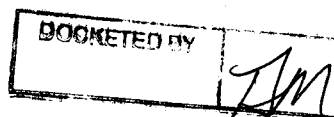
From: Roland Varin

Tucson AZ. 85730

mailmaster@azcc.gov.

Arizona Corporation Commission
DOCKETED

APR 01 2013



RECEIVED
2013 APR -1 P 12:24
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

21March 2013

Formal Complaint regarding Tucson Electric Power:

Enclosed is information regarding my complaint. Items submitted for your consideration are: Statements and letters from TEP, renter information, electrician and my letter requesting refund from TEP. Note: Outlined in yellow indicates one of several occasions

where TEP conflicted with their final letters. During the period of conflict about the episode my tenant and I spoke to a number of

different people who indicated the tenants bill was paid, and the problem came about because one dept. did not notify another department.

TEP speaks of safety: Any damage to the 4 poles (top and bottom) would have to be done by the TEP

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UTILITY COMPLAINT FORM

technicians the customer is not authorized to tamper with the meter. Only TEP is authorized access. The meter should never have been disconnected, but occurred due to poor communication between departments at TEP. If the technician was doing his job safely, I believe tech should have noticed any discrepancies while pulling the meter. Also, tech should have insured power was off before the meter was pulled to avoid arcing and sparking and damage to contacts-but this would have required getting up on roof to disengage power cables. It appears they

hide behind ACC Rules when it suits them. Meter rule should be changed and or modified.

Another occasion which occurred more recently to another rental property. RED notice card was left on front door-- renter who had moved out not paying rent-- saying power would be cut off in 2 days if bill was not paid. I called TEP immediately and advised

them tenant had left and to put the utility in my name as I had a Landlord Tenant agreement. Office Technician I spoke to put me on hold

twice for about 10 minutes and said power would not be shut off. 2 days later a laborer I had working inside the property called me and advised me he could not work because power was off. So, I had to call back while TEP made arrangements to turn power back on. This cost me a day delay in repairs, which were needed because of damage from previous tenant. Another occasion of poor communication between departments. Even though I was guaranteed the power would not be shut off. Address 7330 E. Bellingham Dr.

Is there not a shelf life on electric meters when they should be replaced or inspected? I do believe damage to my meter at

7916 E. Victoria Dr. was done recently by forcing meter into receptacles while power was still on. The so called damage shown in picture (if it is this house meter) could also have been there for 40 years. If this connection was so poor there should have been arcing-blinking of house lights or black burn spots. The electricians I called out for the TEP mandated repairs said the connection was plenty tight enough. I do believe any damage as shown in picture was done possibly on last disconnect or attempted connection. The connection may been so tight that technician had to spread receptacle to receive meter. The power was still on at the meter from the power lines. I believe it should have been off (for all their safety concerns). They go on to say we are just following the ACC Rules and Regulations. So they blame their poor maintenance and office procedures on somebody else.

Regarding this situation: Since only TEP is allowed to work on meter box-I believe the rules should be changed so that they are responsible for the connections they connect meter to---for they are the only ones that can create damage to the meter and housing. It is not fair that a user is responsible for the damage TEP creates. If they had not messed up communications with my tenant on Victoria liked they did me on Bellingham -the so called damage may not have occurred, because the power would not have been shut off. I would like my \$75.00 returned.

I would also like to address the subject of rebates for solar panels etc. The only people who are going to take advantage of the rebate program are those people who can afford to do so. But, they get to collect the rebates that other people are paying for, who incidentally are the 98% ? of poor to middle class who are paying for the rebates in their electric bills. The people who sell these so called green items raise their costs because of the rebates. The politicians who promote these items get election donations for promoting their products (green) with rebates. The same politicians who always say they want to help the poor and middle class use charges to help the rich install solar panels. These are bad programs that only help those that can afford to take advantage of them along with the companies who sell the product, and the poor get soaked with higher utility bills. This is a problem not only with the electric company-but the water dept. forcing people to pay higher water bills to pay for rebates on toilets. Please consider stopping these rebate programs. I am sure if you would stop to see the harm these programs do to ordinary people, they would never get initiated in the first place. Many people just barely make ends meet, and the extra 5 to \$10.00 in their pocket each month could put more food on the table for their children.

Thank You For Your Consideration, Roland Varin

ATTACHED: STATEMENT OF DAMAGE, Electrician invoice, TEP Repair Notice, TEP Risk Management denial letter, Picture of base plate, TEP Disconnect Notice, Nov. Invoice with disconnect notice.

End of Complaint

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Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed in docket numbers E-01345A-10-0394, E-01345A-12-0290, E-01933A-12-0296, E-04204A-12-0297. CLOSED.

End of Comments

Date Completed: 4/1/2013

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